

SurveyWorks! Implementation Guide

May 2010

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The Role of the School Site Coordinator

Thank you for serving as the School Site Coordinator for SurveyWorks! Below are the tasks that we are asking each school site coordinator to complete to ensure that the survey is implemented correctly at each school. If you have any questions about these tasks, please contact the SurveyWorks! Team at the email or phone number listed on page 15 of this guide.

1. Plan for parental consent.

- An electronic copy of the parental consent form will be emailed to the school site the week of May 10th. These forms have been translated into Spanish, Portuguese, Khmer, Arabic, Italian, Russian, and French.
- Work with your school staff to copy, distribute and collect the forms from the students. The deadline to receive the forms back is **two weeks from when the forms are sent home with students**. In addition to sending the consent letters home, please also use your schools email or alert system to inform parents that the letters will be coming home. It is important that all parents have the opportunity to review this consent form. Parents can deliver the forms to you themselves, they can mail them to you, or deliver them to you from their students. Some parents may call the school with questions about the process. If a parent indicates verbally that they **do not** want their child to take the survey, that opt-out should be honored, even though it does not follow the standard opt-out process. In this case, please indicate on a blank opt-out form that there was a verbal opt-out, the parent or guardian's name, the student's name, and the date.
- We recommend including a cover letter from your school principal explaining the purpose and importance of the survey for your school. We have provided a sample letter below.

Dear Parent,

Your student is scheduled to take the new online survey, SurveyWorks! between May 26 and June 22. Please read the attached letter that contains information about the survey and your rights to opt out your student from participating. Return the form only if you **DO NOT** want your student to participate. If you would like to review the survey, a copy is available in the front office.

Sincerely,
XX
Principal

- Families have to sign the form only if they **DO NOT** want their child to take the survey. You only have to collect the forms back from those families who choose to opt out.

- After this two week period, a stamped addressed envelope will be provided at your school to send copies of the returned consent forms to WestEd, SurveyWorks!, Attn: Pamela Serozynsky, 200 Unicorn Park, Woburn, MA 01801.
- As part of the consent process, parents will also be given the opportunity to review the surveys if they wish, this will be explained in the consent form. Please make a copy of the survey available in your school office.

2. Inform Your Building's Staff about the Survey

- It is important to keep your staff informed about the process and changes this year.
- You may use the PowerPoint slides provided following the webinar and distribute them to staff or use them to explain changes at a staff meeting.
- Involve other school staff in decision making around implementation.
- Most students will need access to a computer for 15 - 30 minutes to complete the survey. A small number of students will need as much as 45 minutes.
- List challenges to implementation at your school and possible solutions to these challenges.

3. Schedule Students to take the survey online at a school computer.

- The survey will be open from May 26 to June 22, 2010. **Please let the SurveyWorks! Team at WestEd (surveyworks@wested.org) know when you plan to administer the survey at your school.** You may use that entire period to administer the survey to students.
- We estimate it will take the students about 15-30 minutes to complete. (15-20 minutes for elementary students and 20-30 minutes for middle and high school students).
- You may schedule the students at your school's convenience any time during the survey period. Any reasonable scheduling plan that ensures and protects student privacy is acceptable. Please consider the following in your scheduling:
 - i. Consider adapting a process that you already use for all your students to cycle through a particular area, for example using the way you schedule all students to take class photos.
 - ii. Consider identifying a block of time that all students have in common, such as a homeroom or advisory period, and use that time to have them take the survey.

- iii. Consider taking some time from one class in which all students are enrolled such as an English course, and discuss plans with the teacher to incorporate the survey into class time.
 - iv. Consider how long it will take students to pass between their class and the room with the computers.
 - v. For schools with classroom internet access, consider cycling students through one or two computers over the survey administration period.
 - vi. Consider how many computers you have available in each room and how many staff are available to monitor them at that time.
 - vii. Consider how long it will take them to get to the room and settled on the computer if students are transitioning to labs or public spaces. This may require you to schedule them in slightly longer blocks of time.
- **Accommodations.** Any student who requests them may take the survey with accommodations. Students with disabilities should be administered the survey in accordance with their Individualized Education Plans (IEPs). This includes providing accommodations called for in the IEP. If students require a human aide, such as a reader to read the content of the survey, or a scribe to record responses, the school should provide an aide. Students with severe cognitive disabilities are not expected to complete the survey.

4. Distribute access cards to students.

- The access card ensures that the student completes the survey once. There is no link that directly connects the responses to the student.
- You will be receiving a stack of small cards with pre-printed, randomly generated student access numbers. These are **NOT** the same as the students' official district ID numbers and are not matched with particular students. A different access card is used by each student.
- We suggest that you wait until they actually enter the room before giving them their access cards, to cut down on the chance of students losing the card during the day.
- The card should be destroyed after the student signs into the online survey.
- A small allotment (10%) of extra access cards will be distributed to each school in case a student misplaces their card. You should expect to have extra access cards. If you believe that the number of access cards you receive is not sufficient, please contact the SurveyWorks! team at the email address or phone number shown on page 15.

5. Provide the URL for the survey to school staff who will be monitoring students as they take the survey.

The links to the surveys can be found on page 7 of this guide. Suggestions for providing the link to students and staff monitors:

- Test that the survey link opens on the school computers.
- Set up the computers with the survey link before students enter the computer lab or sit down at a classroom computer. When the student completes the survey, the survey will automatically reset for the next student. DO NOT close the browser. If the browser is closed, please reopen and type in the appropriate link.
- Create an icon or shortcut to the survey on a school computer.
- Post the URL on the blackboard or on a poster board near the computer.

6. Have a Counselor or other professional Available. School staff are also being asked to provide a counselor or otherwise qualified health professional (e.g. health or prevention specialist) to talk during or after the survey with students who have a reaction to any of the survey questions. Students will be informed of this option immediately prior to the survey in the survey script and at the end of the survey on the survey thank you page.

7. Give all staff monitoring the survey the provided survey script. A survey script is provided on pages 13-14 of this implementation guide. This script needs to be read to all students at least once before they take the survey. The script provides basic instructions for students and what student can do if they want to talk to someone after taking the survey (as noted in number 6 above). The script may be read out loud to a classroom or group of students. If students are taking the survey over the course of multiple days or weeks, the teacher or monitor does not need to read the script before each student takes the survey if they heard it in the group or classroom setting.

8. Instructions for Large Print. For students who need to see the survey in large-print, pressing the <Ctrl> and “+” keys together will increase the font size. The teacher should confirm with the student that the font size is OK. Adjustments can be made by pressing the <Ctrl> and “-” keys together to decrease the font size, or pressing the <Ctrl> and “+” keys together to increase.

9. Answer questions. Answer questions as they come up from school staff helping to monitor the survey. See our FAQs on pages 9-12 for guidance.

10. Contact us for any assistance.

SurveyWorks! Help Desk Available
8am-4pm
Phone: 877-787-5725
Email: surveyworks@wested.org

The Surveys

SurveyWorks! is an **online** survey that is being offered to all students in grades 4-12 in Rhode Island. The survey is legislatively mandated and sponsored by RIDE. The survey will ask students about school climate, student behaviors, family and community involvement, school resources, and perceptions of teaching and learning. This new version of the survey is aligned with the Basic Education Program. RIDE will make all the information from the survey available to schools and districts to help make decisions for school improvement in the future.

Below are three links to the school-level surveys. Please set up your school computers with the appropriate link. If your school spans multiple grade levels, you may need access two different surveys. For example, if you are in a school with grades kindergarten through sixth grade, you will need to provide the elementary survey for the fourth and fifth graders, and provide the middle school survey to the sixth graders.

Survey Facts:

- This survey should only be taken on a school computer.
- Students will need an access card with a unique code to log into the survey.
- Students may take the survey only once.
- The survey should take students about 15-30 minutes to complete.
- In the unlikely case that students do not complete the survey in the first sitting, they may log-in with the same access number to complete the survey BUT this must happen on school property through a school computer.
- The survey has maintained many questions from the previous SALT survey, although the wording may be slightly different.
- The surveys are customized by school level; each version has a different reading level and asks about topics that are developmentally appropriate for that age.
- The survey adapts to student answers, so depending on how students answer certain questions, they may or may not get follow-up questions.

Elementary School Survey (Grades 4 and 5 ONLY)

<http://tiny.cc/Rlelemsurvey>

Middle School Survey (Grades 6, 7, and 8 ONLY)

<http://tiny.cc/Rlmiddsurvey>

High School Survey (Grades 9, 10, 11, and 12 ONLY)

<http://tiny.cc/Rlhighsurvey>

Confidentiality

All students' information is confidential. This will provide the schools with the most accurate data. In order to ensure that this is respected across all schools, please use these guiding principles for you and your school colleagues, as you monitor students during survey implementation:

1. Teachers, aides, or other staff are able to help students with reading directions and words when necessary, but may NOT assist students in answering the questions or providing their opinions about the questions (with the exception of those student needing accommodations).
2. When a student asks for help, it is possible that a teacher or staff member could see a student response that is on the screen. We ask that all teachers or staff keep their knowledge of any students' responses completely confidential.
3. If a student does not want to answer any question, he or she can skip to the next question by pressing the "Next" button or arrow located on the bottom of the screen.
4. For a student who wants to stop taking the survey the survey must be advanced to its end by repeatedly hitting the "Next" button. The student can choose to do this themselves or to have the teacher do this.
5. In order to maintain privacy, please make sure teachers or other staff monitoring the survey, turn off the screen if the student goes to the restroom or steps out of the room.

Frequently Asked Questions

Consent Forms

How will the consent forms be sent to my school?

An electronic copy of consent forms will be emailed to the superintendent in your district and then forwarded to your school principal. The consent forms will be printed at your school.

What languages will the consent forms be available in?

Spanish, Portuguese, Khmer, Arabic, Italian, Russian, and French.

How and when should I distribute consent forms to students?

Work with your school staff to copy, distribute and collect the forms from the students. The deadline to receive the forms back is **two weeks after your school has sent the forms to parents**. Parents can deliver the forms to you themselves, they can mail them to you, or deliver them to you from their students.

What if a parent tries to opt out by phone?

Some parents may call the school with questions about the process. If a parent indicates verbally that they **do not** want their child to take the survey, that opt-out should be honored, even though it does not follow the standard opt-out process. In this case, please indicate on a blank opt-out form that there was a verbal opt-out, the parent or guardian's name, the student's name, and the date

Do I need a consent form back from every student before they take the survey?

NO. You only need to collect consent forms from families who DO NOT want their child to take the survey.

Technology Issues

What if the survey doesn't load?

If the survey doesn't load, try closing your internet browser, open it again, and re-enter the survey URL. If this still doesn't solve the problem, restarting the computer may be necessary. If the problem continues, call your school or district technology expert or the SurveyWorks! helpdesk at 877-787-5725.

Does the student need to put the “dash” on their access card into the access code screen on the survey?

No, the dash does not need to be entered. Only the access numbers need to be entered. The fields will only allow seven digits.

What if students need help with the link to the survey?

The log-in box should be visible on the screen as soon as students log-in. The survey will restart from the beginning after each student takes the survey. In the case that a student accidentally closes the browser window after they complete the survey, the monitor or student will need to re-enter the link. Please have the URL available (it is located on the back of the FAQ sheet). You might also want to post the link on a blackboard or poster for the students to see as well.

What if a student needs to use the restroom after the survey has begun?

The teacher or site coordinator will be instructed to turn off the screen if the student goes to the restroom or steps out of the room. This is explained in the survey administration script.

What if a student closes the internet browser before completing the survey?

In the unlikely case that students do not complete the survey in the first sitting, they may log-in with the same access number to complete the survey BUT this must happen on school property through a school computer.

What if a student loses their access card needed to enter the survey?

If a student loses an access card, each school will have a limited number of extra cards, and you can create a process for students to get an extra card from someone. For example, you could have all the students go to one place (e.g. the main office) if they lose their card.

What if the internet connection is so slow that students are taking longer than 30 minutes to complete the survey?

Please take this into consideration when scheduling students. If possible, allow students more time for slower internet connections. We have tried to make the survey as short as possible. Please do the best you can to have students finish the survey.

Survey Issues

If I work in a school that is K-12, what survey do my sixth graders take? What about my ninth graders?

All six graders, regardless of the school, will take the MIDDLE SCHOOL survey.

All ninth graders, regardless of the school, will take the HIGH SCHOOL survey.

Grades 4 and 5 are the ONLY grades taking the ELEMENTARY survey.

What do I do when a student is done with the survey?

The teacher or school staff person monitoring the survey should have a plan for students when they complete the survey.

What languages will the survey be offered in?

This year the survey will be offered in English, Spanish, and Portuguese. The student will be asked what language they would like to take the survey in at the very beginning of the survey. There will be a pull down menu with these three options.

What do I do with students who have opted NOT to take the survey?

This is up to the schools and teachers to decide. Please plan alternative activities for any students who have opted out of taking the survey.

Do I have to get seniors to take this survey this year?

Given the compressed timeline, we acknowledge that this may be difficult. We encourage schools to do their best to survey the senior class, but recognize this may not be feasible this year.

What about students who have opted to stop the survey after already beginning?

Students may stop the survey at any time. Students who choose not to complete the survey should join the alternative activities. For a student who discontinues answering questions, the teacher will inform the student that the survey must be advanced to its end by repeatedly hitting the “Next” button, and will explain to the student that the student can choose to do this themselves or to have the teacher do this.

What if a student doesn’t finish the survey in the allotted time?

Please do your best to have all students finish the survey. This will give you the most accurate data for your school and district. If some students need longer than 30 minutes to complete the survey, please find a way to let them finish. Students can use their same access code to log-in where they left off.

Can the survey be read out loud to students?

The survey CANNOT be read out loud to multiple students during the survey because there is skip logic embedded in the survey. Therefore, depending on students’ answers, they may receive different follow-up questions at times throughout the survey. However, teachers may read through a paper copy to students prior to implementation.

If a student needs accommodations by having a reader teachers and staff should be very careful not to express their opinions or help the student answer the survey.

What if a student has a disability and needs help with the survey?

We encourage you to make any necessary accommodations for students with disabilities, including reading the questions out loud to the student as stated in the answer above. For students who are visually impaired, you can zoom the web browser in and out to have different font sizes -- on most computers, if you hit “command” and the “plus” or “minus” key, it will control the zoom. This year we will not be providing printed copies of the survey or headphones for an audio version of the survey. We will consider these options in the future.

Is there a paper version of this survey?

No. This year the survey is only offered in the online format.

Will the parents be receiving a survey?

Not this school year. Parents will be surveyed during the 2010-2011 school year.

Will the teachers be receiving a survey?

Not this school year. Teachers will be surveyed during the 2010-2011 school year.

Will the administrators be receiving a survey?

Not this school year. Administrators will be surveyed during the 2010-2011 school year.

What percentage of the students should we aim to participate in the survey this year?

We hope that schools will make their best effort to include all of the students, or at least as many as possible, in the survey process this year. This will result in the most accurate data for your school and community.

Can I see the survey before it is given to students?

Yes. We will send all school site coordinators a copy of the survey so that they may have it available in the main office in case any parents would like to review the survey.

Can a student skip a question?

Yes. To skip a question the student simply has to leave the question blank. To move to the next screen, the student can simply hit the “Next” button.

Survey Results**When will the survey results be available for my school?**

August 2010

How will I be able to access the survey results?

Results of the survey will be available through InfoWorks. Schools will also be sent a file with their data. Reporting details are still under discussion.

Survey administration script for teachers or site coordinators to use with students

[PLEASE READ THIS PAGE OUT LOUD, EXCEPT FOR TEXT IN BRACKETS, WHICH IS INFORMATION FOR YOU.]

The Rhode Island Department of Education is conducting a survey called *SurveyWorks!*. You are among thousands of students throughout the state who are taking this survey.

The survey asks questions about school services, academics, drug use, violence and other health-risk behaviors. *This is not a test.* There are no right or wrong answers and you will not be timed. The answers you give are very important. Please read each question carefully. Answer the questions truthfully and the best that you can. All answers you give are important. They may be used to make your school and learning experience better. The answers may also help schools develop programs for students like you.

The survey is anonymous and confidential. No one will ever be able to tell that your answers came from you. Your answers are private.

Taking the survey is completely optional and up to you. You do not have to take the survey. You can decide to stop taking the survey after you have started it by letting me know that you would like to stop. You may feel uncomfortable answering some questions, you can also skip any questions that you do not want to answer. If you need to use the restroom during the survey, raise your hand and I will turn off your monitor while you are out of the room. When you return, I will turn on the monitor and you can resume the survey.

During or after the survey, if you want to talk to someone about the survey questions or topics, please let me or a teacher or counselor know, and you will be able to talk with a counselor. Remember, you can skip any question you do not want to answer.

The State of Rhode Island thanks you for your help in filling out the survey. Your participation will help us to improve school programs. If you have any questions after completing the survey, your school principal or counselor is ready to talk to you about them. ***Anyone who does not wish to participate should tell me now.***

[IF A STUDENT NOW DECLINES, PROVIDE HIM/HER WITH THE ACTIVITY GIVEN TO OTHER NONPARTICIPANTS.]

PASS OUT ANY MATERIALS (randomly generated access codes)]

On the computer, type in the number on your card without the dash. This is a random number. It cannot be traced back to you. Click “Next.” on to the first page of the survey. It is important that you answer based on what you really know and do. Don't pick a response just because you think that's what someone else wants you to say.”

[ONLY FOR STUDENTS WHO WANT TO STOP THE SURVEY AFTER BEGINNING:

You have said that you want to stop. Please click the “Next” button so that no one can see your answers on this screen. I will advance the survey to the end by clicking “Next” a few more times, or you can choose to do this.]

How to contact the SurveyWorks! Team

SurveyWorks! Help Desk Available

8am-4pm

Phone: 877-787-5725

Email: surveyworks@wested.org